

Colorado.gov

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# Web Application Payment Processing

Information Manual

*Version 1.3*

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# 1 Overview

Colorado.gov produces this informational manual to inform and advise our government partners about processes—both online and offline—we use in unison to process payments, disburse funds, and initiate refunds. Content in this document is meant to be a general, high-level view of our systems and core processes. The following topics are covered:

- Colorado.gov's Payment Engine
- Colorado.gov's Payment Processing
- Colorado.gov's Checkout Application
- Colorado.gov's Refund Process
- Colorado.gov's Security Measures
- Colorado.gov and Partner Working Procedures
- Sample Documentation for Working with Colorado.gov

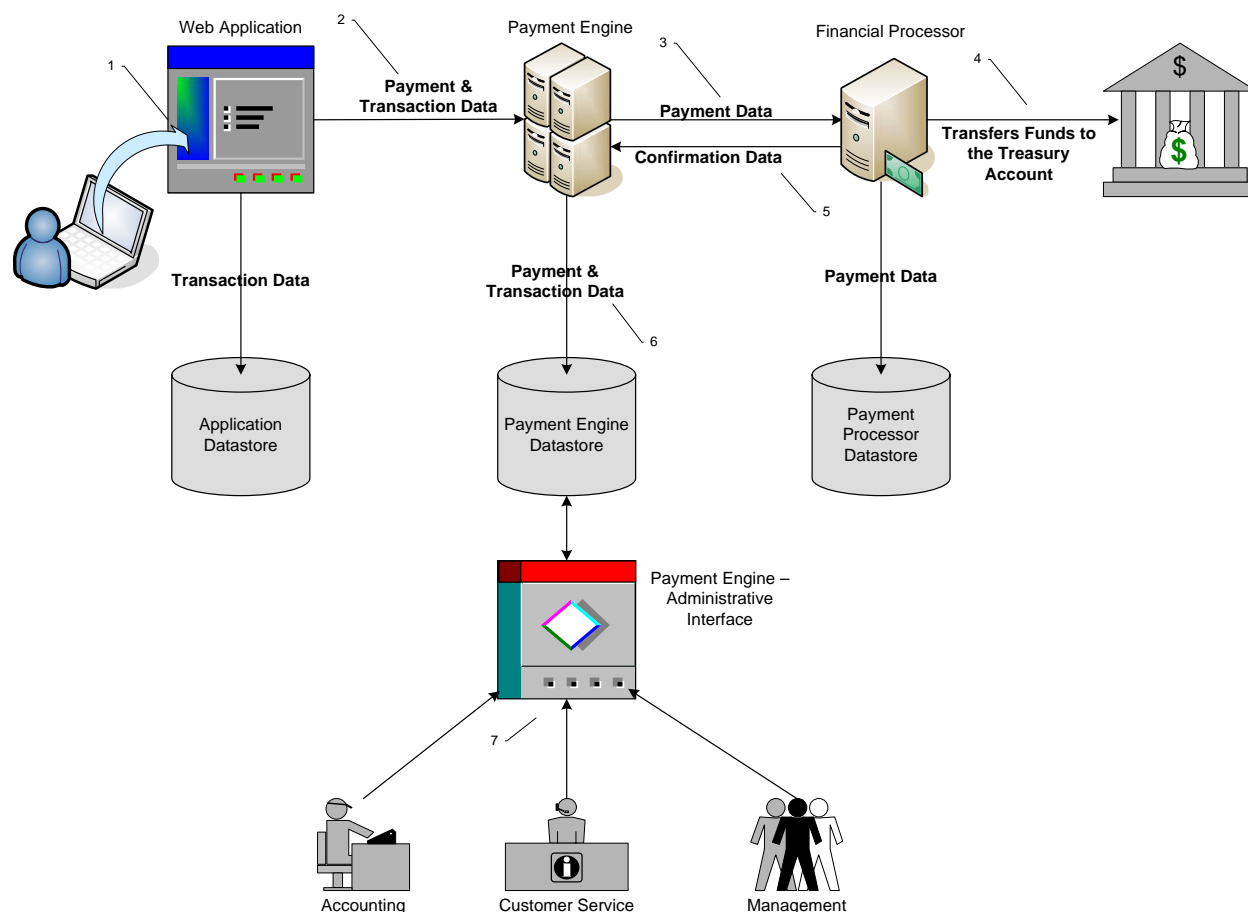
Colorado.gov is committed to forging and maintaining mutually beneficial relationships with our government partners. Any feedback provided to us is greatly appreciated and welcomed.

## 2 Introduction to The Transaction Payment Engine

The Transaction Payment Engine (TPE) is a secure, flexible, electronic payment utility that supports multiple payment types, sales channels, financial processors, and operating platforms. This application not only processes and stores payment information, but includes an administrative facility that allows agency users to report on and research transactions.

### 2.1 HOW DOES IT WORK?

The following illustration and process description describes how TPE functions:



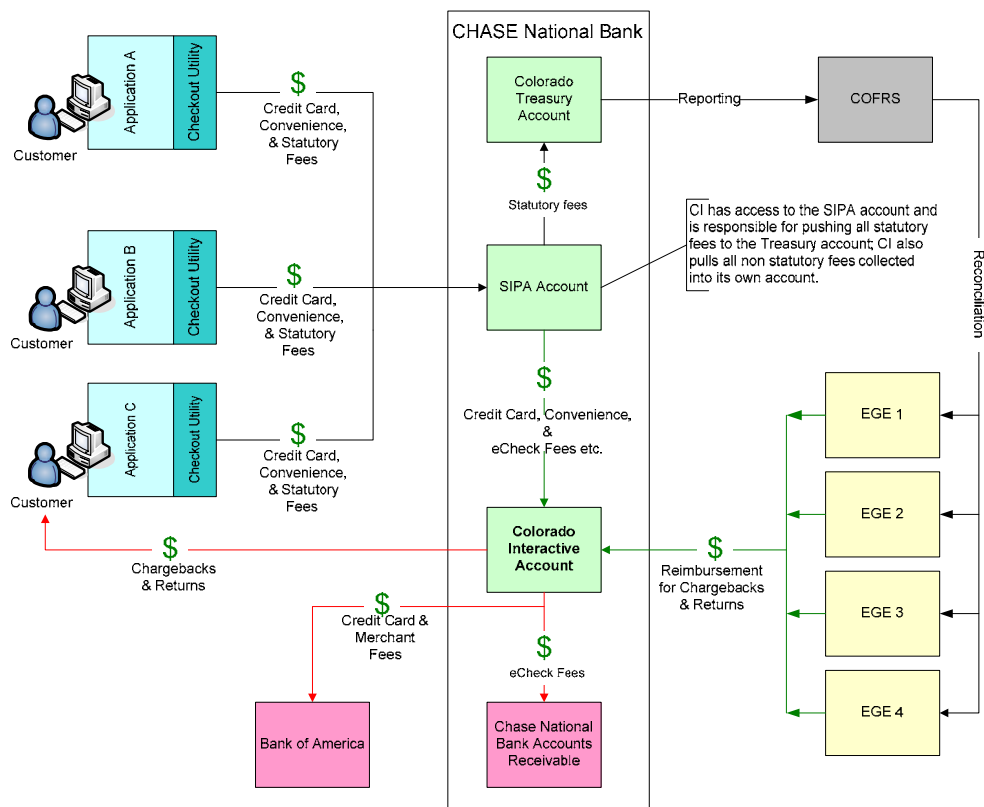
### 2.2 PROCESS DETAIL

1. The user interacts with the online web application by entering data for the purchase of a service. The web application stores transaction-specific data in its own database.
2. Payment and transaction-specific data are sent from the Web Application to TPE.
3. TPE sends payment data to a financial processor and requests collection.
4. The Financial Processor authorizes payment, transfers funds to the state treasury account bank account and stores payment data.
5. The Financial Processor returns payment confirmation to TPE.
6. TPE stores payment and transaction data and associates data with payment processing results.
7. Agency staff accesses payment and transaction data through TPE's Administrative facility.

### 3 Introduction to Portal Payment Processing

From an accounting standpoint, the flow of funds from users, through Colorado.gov, and on to the State Treasury is a crucial process that needs to be seamless and standardized. Fees collected online from users need to be tracked, separated, and disbursed to the appropriate accounts. Moreover, refunds and charge backs must be executed in a manner in which Colorado.gov and the EGE work together to disburse the refund and settle their ledgers with each other.

#### 3.1 HOW DOES IT WORK?



#### 3.2 PROCESS DETAIL

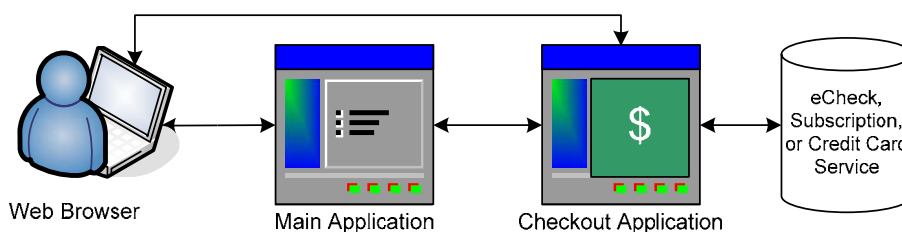
1. A Web Application—in conjunction with the Checkout Utility—charges the user for a service.
2. Credit Card Fees, Portal administrative Fees, and Statutory Fees collected from the customer are deposited into the SIPA bank account at Chase National Bank. This usually takes 3-5 days.
3. At the time of transaction occurs, we send the JV document to COFRS directly and establish a receivable for 3 days later.
4. Colorado.gov moves statutory fees to the State Treasury account at Chase. All fees outside of statutory fees, such as credit card fees, portal administrative fees, or eCheck fees are directed to the Colorado.gov account. 3 days after a transaction occurs CO.gov, deposits a full days business amount into the Treasury Account.
5. Colorado.gov pays all credit card, merchant, and eCheck fees out of its own account.
6. Colorado.gov pays out any return or chargeback that is in order.
7. The EGE reimburses Colorado.gov through an established process created by the EGE and Colorado.gov.

## 4 Introduction to the Checkout Application

The Colorado.gov Checkout Application is a plug-in utility that seamlessly integrates with an existing application to receive process, confirm, and authorize registered user, eCheck, and credit card payments. Once installed, the Checkout Application interacts with the existing application, web browser, and payment authorization databases to facilitate an efficient checkout process for end-users and administrators alike. A Checkout Installation tutorial is available for Developers upon request. To receive access to this documentation, an Interface License Agreement must be signed (available upon request).

### 4.1 HOW DOES IT WORK?

The Checkout Application integrates with an existing application to initiate a seamless checkout experience for the customer.



### 4.2 PROCESS DETAIL

The following process describes the flow of payment transactions driven by the Checkout Application:

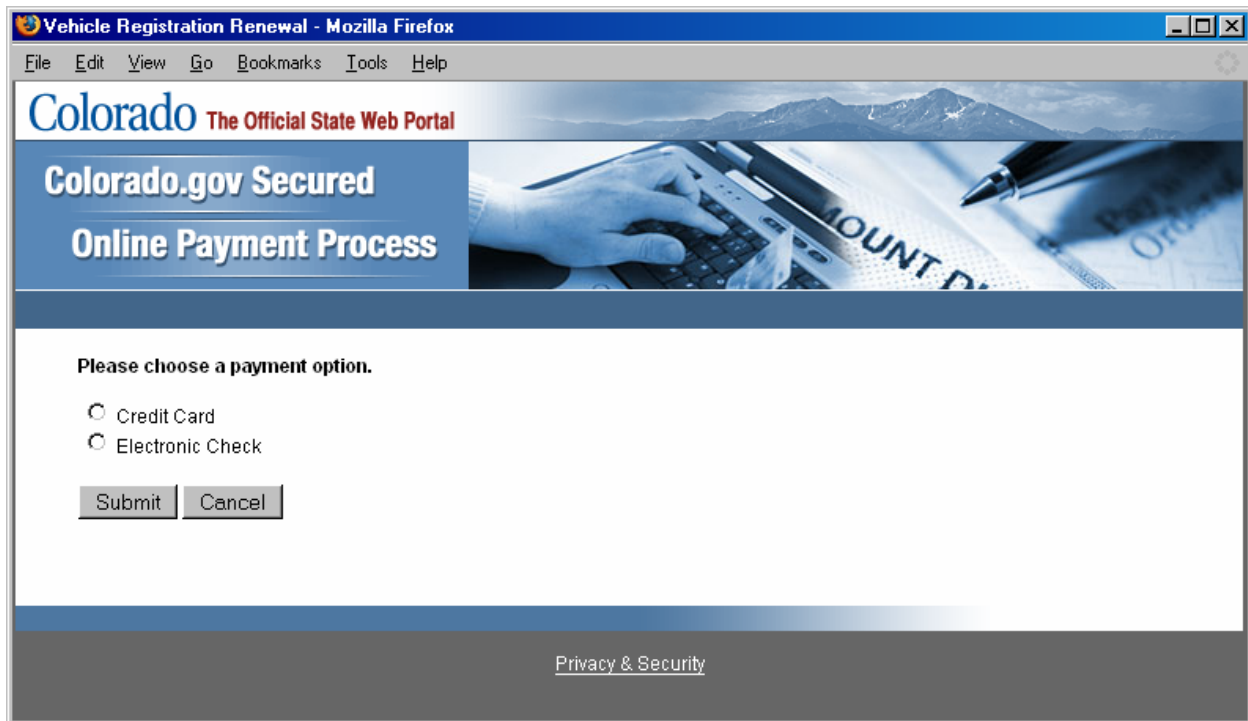
1. The user, through a Web Browser, accesses an application and completes transaction data for a service to be purchased.
2. User submits a request for the order and is directed outside the application to the Checkout Application.
  - Note that the Checkout Application's look and feel are designed to mesh with the application itself so that to the user there is no noticeable difference in the interfaces.
3. The application passes transaction information to the Checkout Application.
4. User agrees to incur portal administrative fees for completing the transaction online.
5. The user is informed of the following: Online payment is an alternative to traditional types of payments (such as by phone) and is considered voluntary; the fee is paid to a third party, acting as your agent; and online services are provided to customers of Colorado.gov and thus are not considered revenue for the state of Colorado.
6. User enters payment information, such as credit card number, expiration date and card type.
7. Main Application advances the user to the Query and Billing Disclosure page, allowing them to inspect the breakdown of fees they will be charged.
8. Checkout Application gathers authorization information from one of three databases: Registered User, eCheck, or Credit Card.
9. Checkout Application redirects to the Main Application via the Web Browser.
10. Main Application interacts with Checkout Application to gather Authorization information.
11. Main Application performs any final application-specific processing.
12. Main Application sends receipt information and redirects to the Checkout Application via the Web Browser.
13. Checkout Application sends printable receipt to the Web Browser.

### 4.3 CHECKOUT APPLICATION USER INTERFACE

The following screens illustrate what steps the user must take to process a payment through the Colorado.gov checkout application.

#### 4.3.1 Step 1 – Enter Payment Method

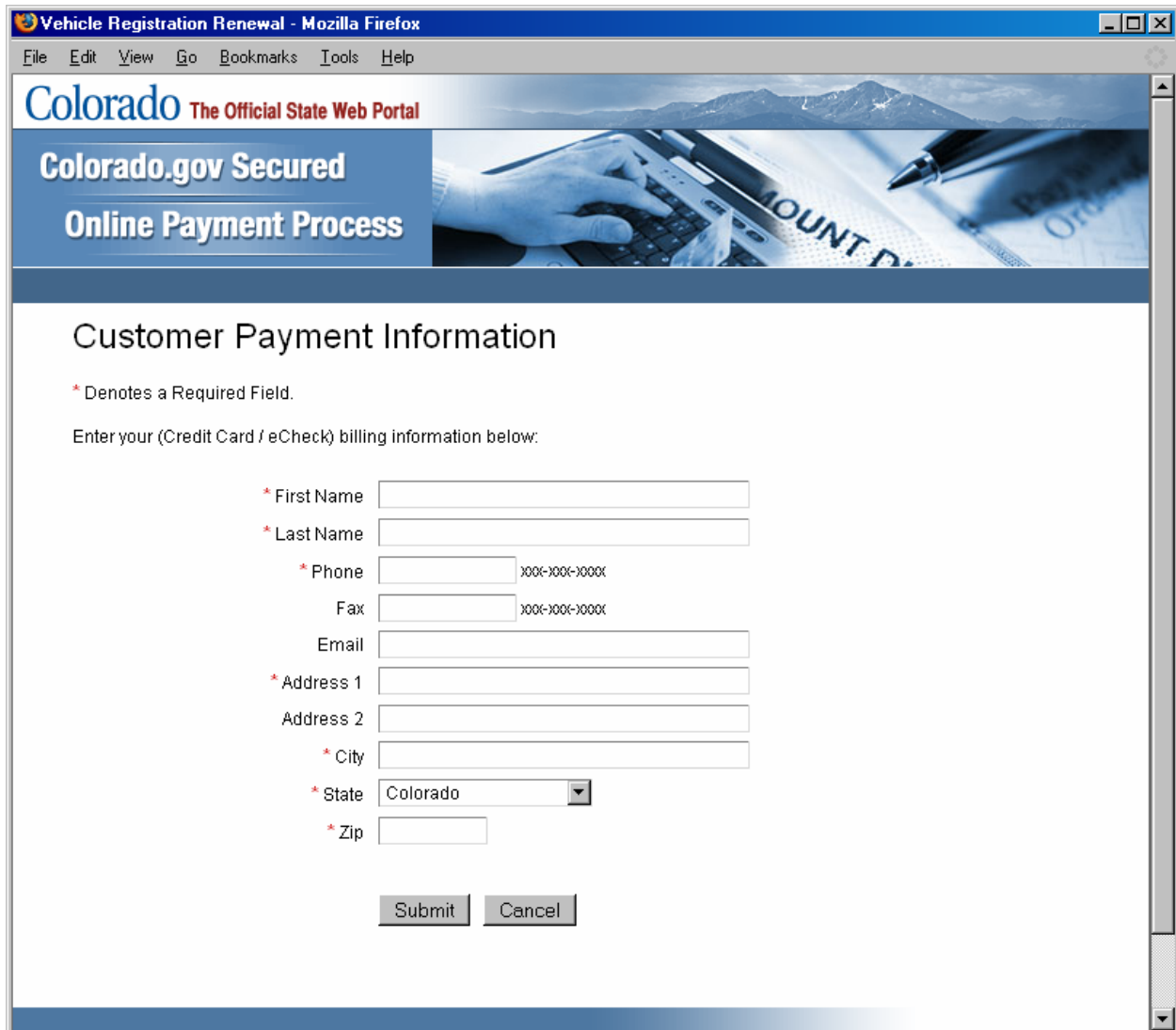
Users have the option of choosing to pay by e-Check or credit card.



The screenshot shows a web browser window titled "Vehicle Registration Renewal - Mozilla Firefox". The address bar is empty. The page header includes the Colorado.gov logo and the text "The Official State Web Portal". Below the header, there is a blue banner with the text "Colorado.gov Secured" and "Online Payment Process". The main content area has a background image of a hand typing on a keyboard. The text "Please choose a payment option." is displayed. Below this text, there are two radio button options: "Credit Card" and "Electronic Check". At the bottom of the form, there are two buttons: "Submit" and "Cancel". A footer bar at the bottom of the page contains the text "Privacy & Security" with a link icon.

#### 4.3.2 Customer Payment Information

Regardless of the payment type that the customer chooses, they are advanced to a page that asks them to enter all relevant payment contact information.



The screenshot shows a web browser window titled "Vehicle Registration Renewal - Mozilla Firefox". The browser's address bar and menu bar are visible. The page header features the Colorado.gov logo and the text "The Official State Web Portal". Below the header, there is a blue banner with the text "Colorado.gov Secured" and "Online Payment Process". The main content area is titled "Customer Payment Information". A note indicates that an asterisk (\*) denotes a required field. The form prompts the user to "Enter your (Credit Card / eCheck) billing information below:". The form fields include: First Name, Last Name, Phone (with a placeholder XXX-XXX-XXXX), Fax (with a placeholder XXX-XXX-XXXX), Email, Address 1, Address 2, City, State (a dropdown menu currently showing "Colorado"), and Zip. At the bottom of the form are "Submit" and "Cancel" buttons.

Vehicle Registration Renewal - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

Colorado The Official State Web Portal

Colorado.gov Secured  
Online Payment Process

### Customer Payment Information

\* Denotes a Required Field.

Enter your (Credit Card / eCheck) billing information below:

\* First Name

\* Last Name

\* Phone  XXX-XXX-XXXX

Fax  XXX-XXX-XXXX

Email

\* Address 1

Address 2

\* City

\* State

\* Zip



### 4.3.3 Step 2 – Enter Relevant Payment Information

#### 4.3.3.1 E-Check Information

If a user has elected to pay by e-Check, they are advanced to a page that collects bank account and routing number.

The screenshot shows a web browser window titled "Vehicle Registration Renewal - Mozilla Firefox". The page header includes the Colorado.gov logo and the text "The Official State Web Portal". Below the header, a blue banner reads "Colorado.gov Secured Online Payment Process" with a background image of a hand typing on a laptop keyboard. The main content area is titled "Enter your electronic check information." and contains a "Required Field" section with two input fields: "Routing Number" and "Account Number". Below these fields is a yellow box representing a check form. The check form includes the following fields: "John Q. Public, 4125 S. Logan St., Anywhere, CO 80210" (address), "1001" (zip code), "Date: \_\_\_\_\_" (date), "Pay to the order of: \_\_\_\_\_ \$ \_\_\_\_\_" (payee and amount), "Amount: \_\_\_\_\_ DOLLARS" (amount), and "Memo: \_\_\_\_\_" (memo). At the bottom of the check form, there are two red boxes highlighting the "9 Digit Bank Routing Number" and the "Checking Account Number". Below the check form, there are two buttons: "Submit" and "Reset".

#### 4.3.3.2 Credit Card Information

If a user has elected to pay by credit card, they are advanced to a page that collects the credit card type, account number, and expiration date.

#### 4.3.4 Step 2 -- Review Information before Finalizing Payment

The user is able to view a screen with all relevant payment information

Vehicle Registration Renewal - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

Colorado The Official State Web Portal

Colorado.gov Secured

Online Payment Process

### Query & Billing Disclosure

"Please ensure the information below is correct before proceeding."

Billing Address
DEBBIE L DRIVER 1522 S. Downing St. DENVER, CO 80210-1254

Account Information
4*****1111 exp. 02/07

Transaction Details	
Description	Amount Due
Vehicle Registration Fee - Plate # 456 XXX	\$50.00
Transaction Fee	\$2.00
<b>TOTAL DUE</b>	<b>\$52.00</b>

I understand that the following amount will be charged to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
Colorado.gov (303-534-3468)	\$52.00

The total amount charged to your credit card is **\$52.00**.

[Privacy & Security](#)

### 4.3.5 Billing Receipt Page

The Billing Receipt Page is the last page of the checkout application, and therefore, the last page of the application. At this point, the transaction has been processed and the account has been charged. Users have the opportunity to print out a receipt.

**Vehicle Registration Renewal - Mozilla Firefox**

File Edit View Go Bookmarks Tools Help

**Colorado** The Official State Web Portal

**Colorado.gov Secured**

**Online Payment Process**

## Billing Receipt

**Your transaction is complete**

Your renewal transaction has been successfully processed – HOWEVER – your vehicle registration renewal is **not** complete until you have received your renewal documents from your County Motor Vehicle Office and the renewal tabs are placed on your license plate.

Please reference the license plate number(s) listed in the "Transaction Details" section below in any correspondence with you County Motor Vehicle Office.

**Please Note: This receipt can not be used as proof of renewal.**

Print this receipt for your records. Your receipt identification number is 1781. Please reference this number in any correspondence regarding your transaction.

Billing Address	
DEBBIE L DRIVER 1522 S. Downing St. DENVER, CO 80210-1254	

Account Information	
4*****1111 exp. 02/07	

Transaction Details	
Description	Amount Due
Vehicle Registration Fee - Plate # 456 XXX	\$50.00
Transaction Fee	\$2.00
<b>TOTAL DUE</b>	<b>\$52.00</b>

I understand that the following amount will be charged to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
Colo Online Services	\$52.00

The total amount charged to your credit card is **\$52.00**.

[Back to Home](#) [Print this Screen for your records](#)

#### 4.4 TRANSACTION FEES

The Colorado.gov portal operates under the self-funded model. The self-funded model requires no additional tax dollars or appropriated funds. Under the self-funded model, multiple revenue sources are identified and established to fund Colorado.gov. Colorado.gov remains financially viable by charging approved transaction fees on certain services. The fees are then reinvested in the portal to provide infrastructure and services that enhance the efficiency of Colorado government interaction with citizens and businesses. Services provided through the self-funded model are typically built, maintained, and supported at no cost to the agency. Across other states using the self-funded model, typically 80 percent of all services are provided at no cost to the end user. The end result is a win for both agencies and citizens. Agencies can increase service offerings to their constituents, and citizens can take advantage of the services to make their interaction with Colorado government more efficient and convenient.

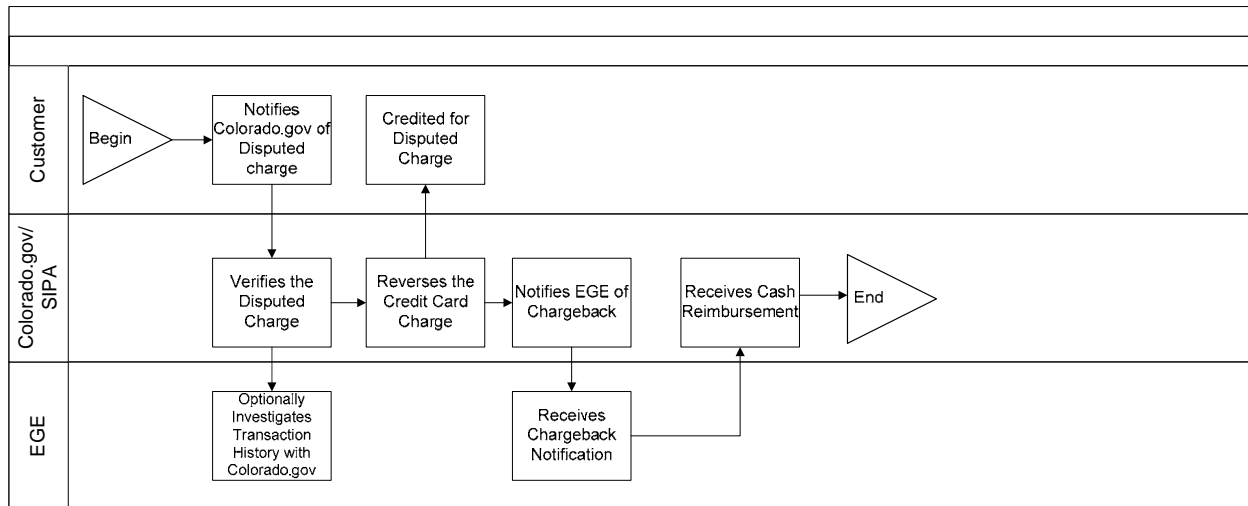
The State of Colorado has negotiated low credit card rates for any government office's use, making the cost of processing electronic payments quite reasonable. This gives government offices AND citizens an economical alternative for processing electronic payments for government-related business. For more detailed information about transaction fees and credit card rates, refer to Appendix A.

## 5 Return Policy

Colorado.gov has established a uniform return process. Colorado.gov staff provides customer support and works with EGEs to approve or deny returns.

### 5.1 HOW DOES IT WORK?

The following process flow details the parties involved in a return incident and the order in which return steps are executed.



### 5.2 PROCESS DETAIL

1. A customer requests a refund for a service provided.
2. Colorado.gov verifies the disputed charge and may require transaction research assistance from the EGE.
3. Colorado.gov credits the customers' account.
4. Colorado.gov notifies the EGE that a chargeback has occurred; Colorado.gov provides transaction detail.
5. The EGE reconciles with Colorado.gov by transferring cash into the Colorado.gov account.

## 6 Security Measures

To ensure security for the state Web portal's Payment Engine, Colorado.gov follows four main security policies:

- Sarbanes-Oxely
- Payment Card Industry Data Security Standards
- State Security Standards
- Internal NIC Policies

### 6.1 SARBANES-OXELY

Legislation was passed in 2002 to establish corporate accountability for financial transactions. Detailed information can be found at [www.sarbanes-oxley.com](http://www.sarbanes-oxley.com).

### 6.2 PAYMENT CARD INDUSTRY DATA SECURITY STANDARDS

MasterCard International and Visa developed the Payment Card Industry (PCI) Data Security Standard document in January 2005. The security requirements apply to members, merchants, and service providers that store payment card information. The actual document is available upon request. All major credit card companies have endorsed and adopted this PCI Standard.

### 6.3 STATE SECURITY STANDARDS

The Information Technology Security Policy details the statewide IT policy. This policy applies to all state agencies, as defined in CRS 24-37.5-102(5). The core policies addressed are: privacy, interoperability, infrastructure, life-cycle management, project management and aggregation. To review this policy in detail, visit [www.colorado.gov/oit/policies.html](http://www.colorado.gov/oit/policies.html) and click on "Security Policy".

### 6.4 INTERNAL NIC POLICIES

NIC is the leading provider of outsourced eGovernment portals. NIC's builds and manages official government Web sites and eGovernment services for 18 states and hundreds of local governments in the United States. With this extensive reach, Colorado.gov is able to use experiences from other portals to modify and adapt security measures. For more information about NIC, visit [www.NICUSA.com](http://www.NICUSA.com).

### 6.5 REQUIREMENTS

Table 1 illustrates the PCI standards and how Colorado.gov exceeds those requirements by incorporating Sarbanes-Oxley, state security and internal NIC standards. For more information about PCI security, refer to [www.visa.com/cisp](http://www.visa.com/cisp) and <http://sdp.mastercardintl.com>.

**TABLE 1 – DATA SECURITY STANDARD REQUIREMENTS APPLIED TO COLORADO.GOV**

Objective	PCI Requirement	Colorado.gov's Security
Build and Maintain a Secure Network	<ol style="list-style-type: none"> <li>1. Install and maintain a firewall configuration to protect data.</li> <li>2. Do not use vendor-supplied defaults for system passwords and other security parameters.</li> </ol>	<ul style="list-style-type: none"> <li>• Colorado.gov firewall includes deep inspection and intrusion detection and prevention.</li> <li>• Colorado.gov's architecture utilizes N-Tier network and application design; an environment physically separate from test and production; and site-to-site VPNs are prohibited.</li> <li>• Colorado.gov datacenter utilizes the Jumpstart and Solaris Security toolkit to configure and maintain security-hardened systems.</li> <li>• Automated patch management is used on production and development systems.</li> <li>• Vendor supplied packages are used whenever practical.</li> <li>• All other 3rd party packages are compiled from source.</li> </ul>
Protect Cardholder Data	<ol style="list-style-type: none"> <li>1. Protect stored cardholder data</li> <li>2. Encrypt transmission of cardholder data and sensitive information across public networks.</li> </ol>	<ul style="list-style-type: none"> <li>• Protects stored cardholder data by maintaining strict access control as well as encrypting all sensitive data with a 1024 Bit RSA Cipher.</li> <li>• Encrypts transmission of cardholder data and sensitive information across public networks using 1024 SSL Certificates.</li> </ul>
Maintain a Vulnerability Management Program	<ol style="list-style-type: none"> <li>3. Use and regularly update anti-virus software.</li> <li>4. Develop and maintain secure systems and applications.</li> </ol>	<ul style="list-style-type: none"> <li>• Colorado.gov uses anti-virus software</li> <li>• When Applications are released, they are scanned with the vulnerability testing tool, Watchfire AppScan.</li> </ul>
Implement Strong Access Control Measures	<ol style="list-style-type: none"> <li>5. Restrict access to data by business need-to-know.</li> <li>6. Assign a unique ID to each person with computer access.</li> <li>7. Restrict physical access to cardholder data.</li> </ol>	<ul style="list-style-type: none"> <li>• Colorado.gov has a management and customer authentication domain. Authentication credentials required include a private key and password for management and a password for customers.</li> <li>• Colorado.gov's security regarding workstations includes encryption for laptop home directories, screensaver passwords, and user accounts are not granted administrator privileges.</li> </ul>
Regularly Monitor and Test Networks	<ol style="list-style-type: none"> <li>8. Track and monitor all access to network resources and cardholder data.</li> <li>9. Regularly test security systems and processes.</li> </ol>	<ul style="list-style-type: none"> <li>• Colorado.gov tracks and monitors all access to network resources and cardholder data and regularly tests security systems and processes.</li> <li>• Logging information is stored on a pair of redundant servers that are isolated from the rest of the network.</li> <li>• On a quarterly basis, a comprehensive network vulnerability scan is performed by Security Metrics. Annually, firewall and password policies are reviewed by a third party.</li> </ul>
Maintain an information Security Policy	<ol style="list-style-type: none"> <li>10. Maintain a policy that addresses information security</li> </ol>	<ul style="list-style-type: none"> <li>• Maintains strict security policies embodying the best practices of NIC portals.</li> </ul>

(© Adapted from 2005 MasterCard International Incorporated; Payment Card Industry Data Security Standard, January 2005).

## 7 Working With Colorado.gov

To work with Colorado.gov, whether it's re-designing a Web site or developing an application, there are only three requirements:

### 1. Complete Eligible Governmental Entity (EGE) Agreement

An EGE agreement states that your department, agency or political subdivision within the state (including local government) is willing to work with SIPA and Colorado Interactive with respect to the state portal. This intergovernmental agreement was developed in coordination with and satisfies the Attorney General, State Controller and SIPA Legal Counsel. The EGE agreement does not bind your department to working with SIPA, but is a necessary step to begin a project immediately or in the future.

### 2. Submit Project Request Form

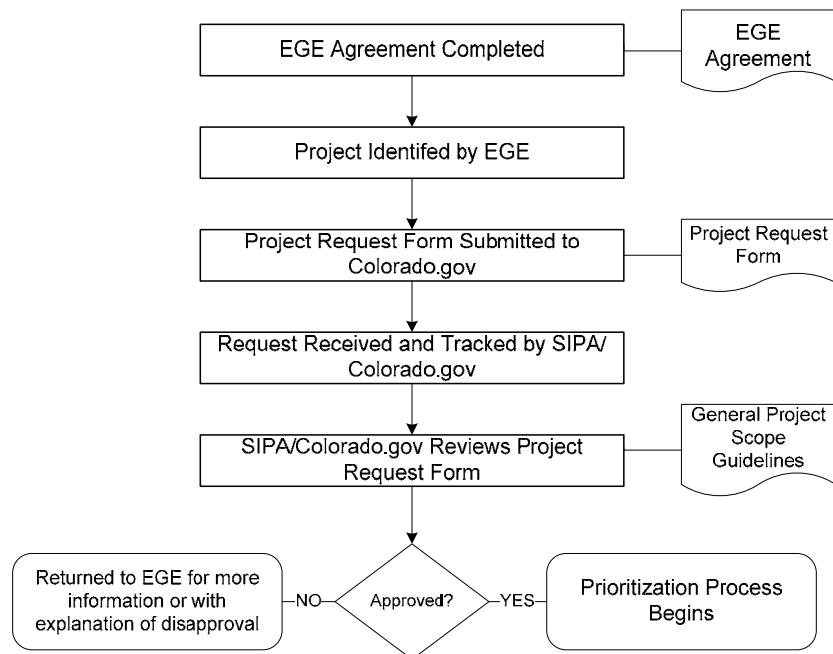
A project request form, detailing information about the proposed application, available department resources and the perceived benefits, must be submitted and approved by Colorado.gov and SIPA. The overall project request process assures each portal project is considered in the same manner and creates effective communication between SIPA, Colorado.gov and EGE's. To review a sample Project Request Form, refer to Appendix B.

### 3. Negotiate and Sign Work Order

A work order specific to your project will be negotiated so that both parties understand the scope of work, fees involved, or timelines required. To review a sample Work Order, refer to Appendix C.

All forms are available via [www.Colorado.gov/sipa/workingsipa.html](http://www.Colorado.gov/sipa/workingsipa.html). Once a project is accepted, Colorado.gov and SIPA prioritize and develop projects based upon the Prioritization and Queue Management Process (refer to Appendix D to view the process).

#### 7.1 PROJECT REQUEST PROCESS FLOW





## 7.2 PROCESS DETAIL

1. An Eligible Governmental Entity (EGE) Agreement is already completed.
2. An EGE identifies a project suitable for development through the portal.
3. The EGE fills out and submits a Project Request Form with assistance from SIPA/Colorado.gov.
4. SIPA/Colorado.gov reviews the Project Request Form with respect to the General Project Scope Guidelines.
5. The Project Request is approved or disapproved.
6. If Project Request is approved, the Prioritization Process begins.
7. If the Project Request is disapproved, it will be sent back to the EGE for additional information/clarification or with reasons for disapproval.

## 8 Conclusion

This manual provides an overview of processing payments through the Colorado.gov Web portal. For more detailed information, please refer to the following contact information.

### Contact Information

Please feel free to contact the following Colorado.gov team members for further comments or questions:

John Thomas – Director of eGovernment Services  
303.534.3468 x 102

Dan Morrison – General Manager, Colorado.gov  
303.534.3468 x 101

## 9 Appendix A – Payment Processing

Credit card rates and transaction fees are dependant upon the manner in which agencies work with Colorado.gov. There are two ways in which an agency may incorporate the Transaction Payment Engine into their site:

1. **The agency incorporates the Transaction Payment Engine into their original site** - This requires no application development from Colorado.gov. Credit card fees are 2.25% plus a \$0.75 merchant and processing fee\*. E-check fees are \$1.\*
2. **The agency requires payment engine integration with an application developed by Colorado.gov** - Credit card fees are 2.25% plus \$0.25 merchant fee plus a negotiable transaction fee. E-check fees are \$1 plus a negotiable transaction fee.\*

\* Please note - Rates are subject to change dependant upon the market rates of Visa and MasterCard.

## 10 Appendix B - Sample Project Request

Below is a sample three-page Project Request form.

### Project Request Form

Request #:

Request taken  
by

Date

Requestor

Title

Department

Division

EGE Present?

Project Name

Project Type

Read

Read/Write

E-commerce

Website

Application short  
description:

**Requested timeline (When do you need this project completed? Is there a mandated date?)**

**Department's Portal  
Project Priority:**

1

2

3

4

5

Behind all  
existing  
projects

Above all  
other  
projects

**Department resources  
available?**

1

2

3

4

5

Availability  
Pending

Available  
Immediately

**How to self assess:**

Consider these, and other important factors:

- Personnel - Do you have the required number of persons and time available to dedicate to the project?
- Systems - Are changes necessary: is additional hardware, software required.

**Examples:**

- The agency planned for the project during their budget cycle and allotted both program and technical staff to the project in their work plan - this would rank 5
- Access to program staff is abundant and the project is a high priority for them, however, access to technical staff is very limited - this would rank 3
- Program staff is not available and staff augmentation with contractors is necessary to complete the project – this would rank 1

**Please note:**

Colorado.gov will attempt to work within your time frame, but due to the nature of the project development queue, desired timelines can not be guaranteed. Please note any concerns you may have about outlying resource availability.

**Application detailed  
description****Department back end  
description****Perceived department/customer benefit****Security concerns****Status:****Date:****Notes:**

## 11 Appendix C – Sample Work Order

Below is a sample three-page Work Order.

### <<Project Name>> Work Order

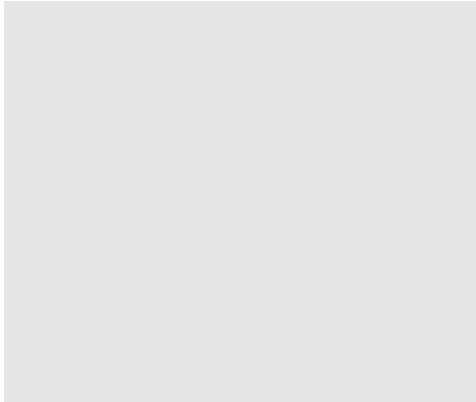
**Tacking Number:** <<Agency Acronym-XXX>>

**Date:** Month dd, yyyy

<b>Department:</b>	<<Department Name>>
<b>Division:</b>	<<Division Name>>
<b>Project Name:</b>	<<???>>
<b>Description of Work:</b>	<<Description>>
<b>Project Impact on Infrastructure:</b>	<< Specific Description of expected impact to agency and portal infrastructure>>
<b>Security:</b>	<< Specific Description of expected security issues to agency and portal systems>>
<b>Service Deliverables:</b>	<<Line Item list of deliverables>>
<b>Software Deliverables:</b>	The website will be delivered to SIPA for hosting and maintenance on portal servers.
<b>Hardware Deliverables:</b>	<<Line Item list of deliverables>>
<b>Other Deliverables:</b>	<<Line Item list of deliverables>>
<b>Development Schedule:</b>	<p><b>Data Gathering &amp; Prototyping:</b> Approximately &lt;&lt;XX&gt;&gt; weeks</p> <p>The work order will be approved by the department and SIPA.</p> <p><b>Development Planning &amp; Coding:</b> Approximately &lt;&lt;XX&gt;&gt; weeks</p> <p><b>Testing:</b> Approximately &lt;&lt;XX&gt;&gt; weeks</p> <p><b>Implementation:</b> Approximately &lt;&lt;XX&gt;&gt; weeks: this will include a press release and possible press event.</p>

	<p><i>During the development process, it is common for unforeseen delays to occur. Colorado.gov will notify the department and SIPA immediately of any changes in projected dates. &lt;&lt;Agency Acronym&gt;&gt; will notify Colorado.gov and SIPA of any changes in their ability to assist in this project.</i></p>
<b>Statutory Fee Collected on behalf of &lt;&lt;Agency Acronym&gt;&gt;:</b>	<<fee amounts>>
<b>Remittance Provisions:</b>	<<typically: "When funds for transactions are settled.">>
<b>Fee Collected on Behalf of Portal:</b>	<<fee amounts>>
<b>Colorado.gov Project Manager:</b>	<p>John E. Thomas          Director of E-Government Services          303.534.3468 x102  <a href="mailto:jthomas@www.colorado.gov">jthomas@www.colorado.gov</a></p>
<b>&lt;&lt;Agency Acronym&gt;&gt; Project Manager:</b>	<<Department/Agency Project Manager Information>>
<b>Customer Support (Help Desk):</b>	<p>Colorado.gov will provide customer support for this service through the help desk for the State's E-Government services. Colorado.gov will pass issues and policy questions beyond the scope of the service to &lt;&lt;name of department project manager&gt;&gt;.</p>
<b>Additional Terms:</b>	<p>&lt;&lt;This section may contain any mutually agreed to caveats associated with the project, such as those listed below...&gt;&gt;</p> <p>Colorado.gov agrees (and is contractually bound) to follow all confidentiality requirements set by &lt;&lt;Agency Acronym&gt;&gt;.</p> <p>Colorado.gov will not charge &lt;&lt;Agency Acronym&gt;&gt; for development, maintenance or customer support of this service.</p> <p>Colorado.gov will be responsible for the maintenance of the delivered code. The code will reside on the SIPA infrastructure housed at 690 Kipling in the state's data center.</p> <p>Colorado.gov will follow the Business Process Model described in the Colorado.gov Business Plan in order to facilitate the delivery of this project.</p> <p>&lt;&lt;Agency Acronym&gt;&gt; must give Colorado.gov a reasonable amount of time to update and support this service when changes are made or requested.</p> <p>This Appendix is a supplement to, and subject to the terms and conditions of, the Eligible Government Entity Agreement between the State Internet Portal Authority (SIPA) and &lt;&lt;Agency Acronym&gt;&gt;.</p> <p>This service is being developed as an enhancement to the State's portal known as Colorado.gov. All promotion of this service will be</p>





done using Colorado.gov as the access point. <<Agency Acronym>> will work in coordination with SIPA and Colorado.gov on press releases, events, and promotions of this service.

<<Agency Acronym>> acknowledges that Colorado.gov exercises no censorship or control over content furnished by <<Agency Acronym>> to Colorado.gov for this website; that this website will be built by Colorado.gov in accordance with the direction from and with the purpose to achieve the functionality requested by, <<Agency Acronym>>; and that <<Agency Acronym>> will be required to sign a statement that the website has achieved such purposes as built, before Colorado.gov deploys the website on the State's portal.

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Gregg Rippy, Executive Director  
Statewide Internet Portal Authority

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Date

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<<Department Signer, Title>>  
<<Department Name>>

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Date

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Rich Olsen, General Manager  
Colorado.gov

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Date

## 12 Appendix D – Prioritization & Queue Management Process

The following diagram details how projects are prioritized and managed.

